

## Thinking of returning an item?

This Info is meant as a helpful clarification of the often misunderstood rights associated with consumer law compared to purchasing from a Business to Business Company.

The two most often quoted and confusing differences between consumer selling and Business to Business selling are:

1. You do not automatically have the right to return items supplied correct to order
2. Distance selling regulations do not apply

### Points to remember are:

- It is the purchaser's responsibility to understand exactly what they are buying before placing a purchase order.
- Distance selling regulations do not apply to Business to Business selling as it is the purchaser's responsibility to completely understand in advance exactly what they have ordered.
- Products supplied are destined for trade professionals
- You are purchasing at trade prices and not retail (Consumer) Prices

### **If you purchase as a consumer you have to understand and accept the criteria above**

For our full terms and conditions see the bottom of our web page.